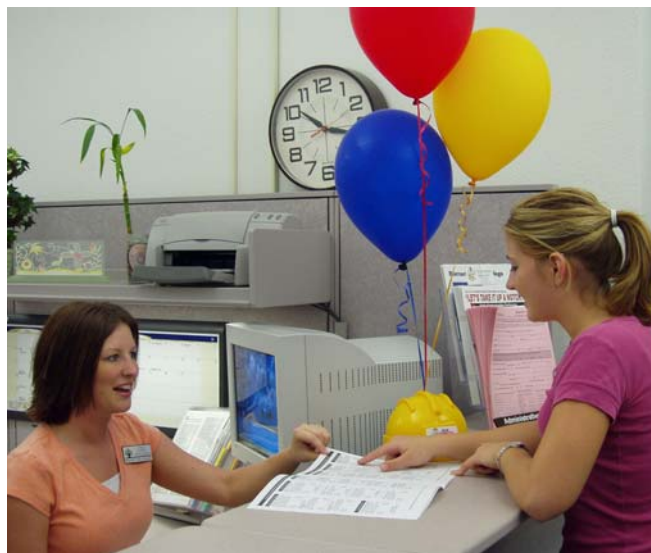


Campuses produce ConnectND 'good news'

North Dakota University System ConnectND Student, Finance and Human Resource Management Systems have been successfully implemented at Bismarck State College, Dickinson State University, Lake Region State College, North Dakota State College of Science and Williston State College, joining Mayville State University and Valley City State University and NDUS Office pilot campuses.

Implementation chairs from the five new campuses reported to the Executive Steering Committee on July 27 that, overall, comments from personnel using ConnectND systems have been positive. Staff members and students at the five new campuses working with PeopleSoft systems are generally excited about it and some are celebrating.

More 'good news'
Continues on page 2



Shown above, Sarah Gabriel, administrative assistant in the Student Affairs Office at Bismarck State College, visits with student Ashley Sieg. The hard hat theme started with creation of a logo used on all communications for students. (Photo courtesy Bismarck State College)

Board sets January goal for remaining schools

The State Board of Higher Education, on recommendation of Chancellor Robert Potts, has approved extending the implementation schedule to Jan. 1, 2005, for the human resource management system and finance modules at Minot State University, Minot State University-Bottineau, North Dakota State University and the University of North Dakota.

The board's action was based on agreement with the Executive Steering Committee and the campus presidents that an adequate plan is in place to address necessary testing, staff training, processes for producing reports and queries, business process development, access control and other campus concerns related to grants and contracts and other systems. A series of periodic "tests" will monitor progress toward the final implementation.

"These steps are taken to ensure the NDUS would be able to continue successfully meeting federal and other requirements for continued receipt of grants and contracts funding," Potts said. "The Higher Education Roundtable, a public/private partnership, has called on the NDUS to be more entrepreneurial and serve as an engine for growing the state's economy. Consistent with good management practices, the State Board is taking all steps necessary to make sure the software can adequately handle the \$380 million in grants and contracts funding which is currently managed by the campuses."

The scheduled modification adds an estimated \$3.8 million to the *ConnectND* project cost this year. Another \$300,000 expense will be incurred next year as a result of keeping the current mainframe computer system in place for a longer period. Under the board approved plan, those additional expenses would be financed from a combination of sources including the ConnectND budget, Higher

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Announcements

Here's more 'good news'

Hard work brings ConnectND to five campuses



The HRMS team at NDSCS includes Elaine Wieser (left), Ann McGray (seated) and Peggy Torrance, director.

Human Resource Management Systems: In addition to the 700 people on PeopleSoft HRMS since the pilot sites went live in April, 2003, another 2,000 employees have been added. July 30 marked the first payroll on the new system for the five new campuses. The new semi-monthly lag payroll process was also established on the current (legacy) system at Minot State University and the University of North Dakota. Having that in place will ease data conversion when those campuses "go live" with PeopleSoft in January.

Student Systems: At the five new campuses, as of mid-July:

- ❖ 4,500 students' tuition and fees calculated with less than 1 percent error rate
- ❖ 13,680 letters sent to students in three weeks
- ❖ 5,130 registrations for fall are in PeopleSoft
- ❖ 5,352 student have had financial aid packaged in PeopleSoft
- ❖ NDSCS has had three student-registration sessions and BSC one with no calls to the Higher Education Computer Network from the schools (went just as planned)



Carla Swenson, account technician in the NDSCS business office, confers with Angela Uhlenkamp (standing), ConnectND student financials module lead.



Working at NDSCS with Paula Kurtz (right), ConnectND financial aid module lead, are Patrick Running, admissions counselor, and Carmen Marohl, financial aid administrative clerk.

Finance: Significant progress has been made toward development of a grants and contracts program. As a result, the Executive Steering Committee and state Board of Higher Education have finalized a "go-live" plan for Jan. 1, 2005, implementation of Finance and Human Resource Management Systems at Minot State University, Minot State University-Bottineau, North Dakota State University and the University of North Dakota.

University System Help Desk: Volume has been reasonable and manageable, and the questions answered in a timely manner. The Help Desk resolves about 75 percent of the questions it receives within 24 hours, weekends included.

Campus executives: CEO's have been supportive and attentive, one of the most critical factors for project success.

Cooperation: Coordination and collaboration between the University System and state government continues to demonstrate its importance. With commitment and hard work, North Dakota is doing something that no state has ever done—becoming the first and only place in the country to jointly implement a system like this throughout state government and higher education. ConnectND is building upon an existing strong relationship because it is the right thing to do for the people of North Dakota.

State adjusts schedule at request of agencies to ease federal reports

On the state side of ConnectND, the “go-live” date for financial modules that were scheduled for Sept. 1—including the payroll redistribution modifications—has been extended to Oct. 1.

All financial modules had been scheduled to roll out in September except employee expenses, which will go to the pilot agencies in October and gradually statewide in 2005; and budget and strategic sourcing modules, to be used by the Office of Management and Budget in December, and gradually statewide in 2005.

Several agencies expressed concerns to project team members about the federal fiscal year end date of Sept. 30 and the fact that they would have to retrieve information from two systems to complete their federal reports. As a result, the state team extended the go-live date to alleviate those agency concerns and make the roll-out of the financial modules a smoother process.

The project team will meet all the deadlines established for the Sept. 1 roll-out, even though the date is now Oct. 1. The extra month will be used for additional testing and additional work on reports, and will also give agencies more time for staff training.

NDUS Help Desk addressing issues

With ConnectND now “live” on five additional campuses, the quantity of questions and issues recorded by the NDUS Help Desk is gradually increasing. That was anticipated and will continue as more campus personnel use the systems in more ways. No particular categories of issues are dominating the reports and the varied issues aren’t becoming more serious.

Rather than contacting project team members, ConnectND users should work through the NDUS Help Desk so the magnitude of their questions and issues can be assessed and quantified. The Help Desk tracking process is also designed to be more efficient for answering questions and resolving issues that reoccur.

To contact NDUS Help Desk: 1-866-457-6387 or via the Internet at: <http://www.helpcenter.nodak.edu/ndus/index.html>

During the implementation process, NDUS project team members teleconference early each morning to review production status of the systems. A brief report immediate follows over the project e-mail LISTSERV® and is posted on main page of the ConnectND Web site. Anyone interested in subscribing to the e-mail list can do so through the ConnectND Web site. Just click on “Join the LISTSERV® e-mail list” under the Featured Items column.

Training Web site information assists campus users

Questions about using ConnectND? The University System Training and Documentation Web site <http://www.und.edu/dept/cndtrain/> may have the answer. The site features information the Student Administration, Finance and Human Resource Management Systems.

Student Administration training materials for students include a demonstration on registering for classes through the Campus Connection portal. For staff, the site includes a variety of training manuals on financial aid and other topics. Also available is training on the requirements for FERPA (the federal Family Educational Rights and Privacy Act). Resources available to faculty members cover use of online class schedules and rosters, recording grades and advising students.

Information for Human Resource Management Systems users covers verification of employment, viewing employee information, entering work information, and hiring and tracking tenure of faculty members.

Finance has linked the training site to a pre-class navigation tutorial. More specific information will be added soon.

Also featured are tutorials on a variety of more general topics for ConnectND users, and information targeted at campus access control officers and help desks. ConnectND users who encounter problems or have specific questions should contact the NDUS Help Desk at 1-866-457-6387 or via the Web at <http://www.helpcenter.nodak.edu/ndus/index.html>.

North Dakota featured in PeopleSoft report

The state of North Dakota is one of the customers featured and profiled with a two-page spread in the PeopleSoft 2003 Annual Report. Included is a photo of Gov. John Hoeven with Curt Wolfe, state chief information officer.

The PeopleSoft report indicates that while some governments are content to just keep their networks up and their computers running, North Dakota had a vision for something far greater: "ConnectND, an e-Government initiative that creates a single, integrated way of doing business across 58 agencies and 11 university campuses."

The report declares: "ConnectND is sweeping across America's 39th state. North Dakota supports the needs of agencies and campuses alike with one flexible, adaptable suite of PeopleSoft solutions."

Other PeopleSoft customers receiving similar focus include Land O'Lakes Inc., Lehman Brothers, Lufthansa, Imperial Sugar, Toyota and Northwestern Memorial Hospital of Chicago.

ConnectND represents 'Academics of Sharing'

ConnectND is the focus of an article titled "The Academics of Sharing" in the Government Technology's Public CIO magazine.

The magazine for chief executive officers notes that ConnectND is the most far-reaching—and so far only—system of its kind shared by state government and state universities, and is an example that "North Dakotans have learned that cooperation goes long way in making up for the lack of people and resources."

The article features a photo of Grant Crawford, North Dakota University System chief information officer, and his statement: "People in North Dakota tend to cooperate really well. And they try to spend their money wisely because of the distance involved."

The article is available online at <http://www.public-cio.com/story.php?id=2004.05.12-90219>

Revised schedule... Continued from page 1

Education Computer Network resources, State Board of Higher Education contingency funds, prorated campus shares and expected contributions from PeopleSoft and Maximus (the software vendor and implementation partner on the project).

ConnectND student administration systems will continue to be phased in at the Minot, Bottineau, NDSU and UND campuses starting with admissions/recruitment in September 2004 and concluding in June 2005, as previously approved by the board.

Workers win SBHE kudos

While meeting to discuss the project schedule, the State Board of Higher Education commended campus and University System members of the ConnectND implementation team for their hard work and personal sacrifices, which have resulted in the successful implementation of the student, finance and human resource modules at several of the state's college and university campuses.

"This is a huge undertaking when you consider it will serve all 11 campuses and will also interface with other state agencies in a comprehensive integrated system," said Bruce Christianson, board president. "The people on our campuses and in the System Office have truly done a remarkable job and have demonstrated amazing ability and dedication in making this initiative a reality."

Current status of the ConnectND project?

The oversight team reports are on the ConnectND Web site. The latest report codes the overall project status and schedule as "yellow/green." The report references decisions to implement most state financial systems October 1, and the higher education financial and human resource management systems January 1 at the remaining four campuses. It also indicates that, overall, reports on training and training manuals have been very positive from the five campuses that implemented ConnectND this summer.

Vision Statement: *The NDUS supports a service-oriented environment where the focus is on providing students, faculty, staff and others access to information and services, at any time, from anywhere.*

Words & acronyms

ERP—“Enterprise Resource Planning” System or “Enterprise Resource Package.” Essentially, it means an administrative software system that covers the entire enterprise – from students to employees to financial management. While our current administrative systems (commonly known as SAMIS or CICS) were developed long before “ERP” was even thought of, they are essentially our ERP today.

Legacy System—An application in which a company or organization has previously already invested considerable time and money. Examples of legacy systems to be replaced by ConnectND are CICS (used by NDUS staff), ALFI (used by students) and SAMIS (used in state government).

MAXIMUS—Founded in 1975, serves as the implementation partner on the Connect North Dakota Project, and will be responsible for developing an implementation and deployment plan that addresses the major business areas, key agency and campus participants and critical project completion dates.

PeopleSoft—Founded in the mid-1980s, this company builds applications on a client-server platform instead of using the traditional mainframe. This product should provide both the state and the university system with the ability to operate within a real-time environment on a system-wide basis.

WebEX—A licensed program for interactive communication over the World Wide Web and telephone. Sessions can be recorded and archived.

Web-streamed—Recorded live and broadcast real-time via the Internet to those who cannot be at the event location.

About ConnectND

What is ConnectND?

The CONNECT ND project is the implementation of *PeopleSoft's* ERP system that will replace North Dakota's current administrative computer systems. The ERP system will serve as the administrative systems for the entire enterprise – from students to employees to financial management.

Who is involved in ConnectND?

All of North Dakota State Government, including the North Dakota University System, is involved in this project.

How is the ConnectND project organized?

The project has been organized by module (functional area) into three state groups (Financial, Human Resources Management System, and Technical) and four higher education groups (Financial, Human Resources Management System, Student Administration, and Technical).

Fyi & updates

Faculty member on Steering Committee

Charles “Charlie” Robertson, associate professor of aviation at the John D. Odegard School of Aerospace Sciences, University of North Dakota, has been appointed an ex-officio member of the higher education Executive Steering Committee for ConnectND.

Robertson, a former Air Force pilot, has been with UND since 1988. He succeeds Dr. Ken Nygard of North Dakota State University as faculty representative on the Steering Committee.

Dr. Nancy Hall, vice president of academic affairs at Minot State University, has completed her service on the Steering Committee. The committee is chaired by Dr. Lee Vickers, president of Dickinson State University. Other voting members are Alice Brekke, UND; Dr. Ellen Chaffee, Valley City State University; Doug Darling, Lake Region State College; Dr. George McClellan, DSU; and Jean Ostrom-Blonigen, NDSU.

Links mentioned

- **Calendar:** http://www.nodak.edu/connectnd/calendar/index.php?action=show_month&month
- **Connect ND:** www.nodak.edu/connectnd
- **MAXIMUS:** www.maximus.com
- **North Dakota University System:** www.ndus.nodak.edu
- **PeopleSoft:** www.peoplesoft.com
- **State of North Dakota:** www.discovernd.com/

Comments and suggestions regarding this publication are welcome.

We encourage questions about this newsletter or the project. To facilitate this process, you may ask a question electronically through the Web site [FAQ](#) (Frequently Asked Questions) section. It's also a place to view the questions others have asked and the responses of the project teams.



More information, questions or comments: www.nodak.edu/connectnd
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